

WISCONSIN QUEST WALLET CARD



1-877-415-5164

HOW TO FIND OUT YOUR WISCONSIN QUEST CARD BALANCE

Your current balance is printed on your last receipt. However, if you have lost your last receipt, have your card available and:

STEP 1..... Call the Customer Service Automated Response Unit (ARU) toll-free, 1-877- 415-5164. This number is listed on the back of your card. [TDY (Telecommunications Relay Service for Hearing Impaired): 1-800-947-3529]

STEP 2..... Press 1 for English or 2 for Spanish. If you are having difficulty entering numbers on a touch tone phone or you have a rotary dial phone, wait for the third prompt to speak the number(s).

STEP 3..... Enter your 16-digit card number. If you enter the wrong number you will be asked to try again.

STEP 4..... You will hear your remaining balance.

STEP 5..... You can hang up, or you can choose other service options.

TO REPORT YOUR CARD LOST, STOLEN OR DAMAGED:

Repeat steps 1 through 3 above. If you do not know your card number, wait 20 seconds until you hear the message *"to report your card lost, stolen or damaged"* and press 1. You will be transferred to a Customer Service Representative.

HOW TO USE YOUR QUEST CARD WHEN YOU BUY FOOD

STEP 1..... Before you shop, check your balance by checking your last receipt or by calling Customer Service at 1-877-415-5164. This balance will be the most you can spend with your QUEST card.

STEP 2..... Choose your groceries and go to a checkout lane. Some stores will display the QUEST card sign at the checkout lane.

STEP 3..... Tell the clerk that you are using your QUEST card. If you buy groceries that are more than the amount in your account, tell the clerk what you want subtracted from your FoodShare account. Once your groceries have been totalled, hand your QUEST card to the clerk, or slide it through the swipe card terminal.

STEP 4..... Enter your four digit Personal Identification Number (PIN) on the keypad. The terminal will show (***); you will not see your PIN on the terminal screen.

STEP 5..... Press the ENTER or YES key. If you are not sure which key to press, ask the clerk.

STEP 6..... The clerk enters the FoodShare total and, if it is right, you press the ENTER or YES key.

STEP 7..... You will get a copy of a printed receipt showing:

- store name,
- date and time of purchase,
- amount of your purchase, and
- your QUEST card ending balance.

STEP 8..... Keep your receipt so you will know your new balance the next time you shop.

State of Wisconsin
Department of Health and Family Services
Division of Health Care Financing

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PHC 16012 (Rev. 10/05)